

Civic Design Lead

[See details and apply](#) (Search for IRC46853).



The Role:

We're looking for a capable service design facilitator to lead our cross-government civic design practice. You will be a senior member of our innovation team in the Office of the County Executive. You will lead and deliver end-to-end service design projects from sourcing through evaluation. You will adapt design tools to public sector values and ethics with empathy and thoughtful care. You will champion service design and human centered approaches across County government and in the broader community. You will grow a civic service design practice that is rigorous, sustainable, and impactful. You'll share our dedication to making government service delivery just, human, and liberating.

Facilitate and deliver end-to-end service design projects (60%):

You will lead projects to design better services with those who need them most. You will conduct research that builds empathy with the client, identify key insights to spark innovation, co-create solutions, launch prototypes, and help teams take services live. You will work alongside front-line staff and those they serve in the co-design and co-delivery of new processes, establishing shared ownership for sustainable success. Through iterative co-creation, you will develop feasible, person-centered, and comprehensive service strategies that improve resident interactions with government and staff work experiences.

Champion and Grow Capacity for Human Centered Design (30%):

You are charged with strengthening our service design practice and growing design capacity through the organization and our partner network. You will facilitate processes to both create better services and build our organization's and internal clients' capacity to continuously improve the resident experience. As the service design lead, you will educate the organization, coach emerging practitioners, and creatively build the service design studio. You will communicate in plain language, visually, and with stories to welcome and include all. Together, we will build the enabling structures to allow service design to flourish.

Explore (10%):

We believe in exploration! Whether it is answering calls at 311, helping those experiencing homelessness to schedule dental visits, riding along with the fire and rescue team, visiting neighboring teams (Smithsonian? Baltimore's design team? Road trip to Philadelphia's Service Design studio?), or checking in to a Marriott hotel (headquartered in Montgomery County ...how might we learn from how they design services?), we follow a data-informed approach to purposefully nurture exploration.

Who We are Looking For:

- You love making services better with people and have successfully brought better services to life.
- You are organized. You have a track record of managing all the details of execution across multiple projects without dropping the ball. You jump easily from the vision to the details and back again. You work transparently so everyone knows what's happening and when. You get things done.
- You act with high emotional intelligence, low ego and deep empathy to build a broad base of co-creators.
- You are a skilled facilitator and coach. You hold space for others to grow without jumping in to 'fix' them. You believe in people.
- You act agilely and iterate constantly, embracing a growth mindset as you seek better ways to deliver more value with less waste.
- You communicate clearly across mediums.

The Team:

We're building a more human government. Learn more about us (and see a more robust role description) at <https://www.montgomerycountymd.gov/innovation> . This team is in early start-up mode with massive momentum and robust organizational support. We are scaling rapidly. You will share some operational responsibilities and strive to make our team's own systems as delightful as those we design for others. (This is our version of the notorious job ad line "other duties as assigned"). We are public servants – we work with the urgency, agility, and hustle of government building trust with people. We embrace complexity and have fun.

Application must include cover letter, resume, and three work samples.

Salary range: \$75,897-126,584 plus generous benefits

[See the minimum qualifications, employment information, details, and apply](#) (Search for IRC46853).

OHR reviews the minimum qualifications of all applicants, irrespective of whether the candidate has previously been found to have met the minimum requirements for the job or been temporarily promoted to the same position. This evaluation is based solely on the information contained in the application/resume submitted for this specific position/IRC.

Montgomery County Government is an equal opportunity employer, committed to workforce diversity. Accordingly, as it relates to employment opportunities, the County will provide reasonable accommodations to applicants with disabilities, in accordance with the law. Applicants requiring a reasonable accommodation for any part of the application and hiring process should contact the Office of Human Resources via email to special.accommodations@montgomerycountymd.gov Individual determinations on requests for reasonable accommodation will be made in accordance with all applicable laws.

[montgomerycountymd.gov/innovation](https://www.montgomerycountymd.gov/innovation)

Montgomery County Government also provides hiring preference to certain categories of veterans and veterans/persons with a disability. For more information and to claim employment preference, please refer to the Careers webpage on [Hiring Preference](#).

FAQs:

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How do I apply?

[See the minimum qualifications, employment information, details, and apply](#) (Search for IRC46853). If you're really lost in the employment system (we've been there), you can [watch a video](#) on how to create your account, find the job (IRC46853), and apply.

Want to improve the application process? We're accepting applications to do so.

What if my work sample exceeds the upload size? How do I upload a portfolio beyond 500kb?

Congratulations! You discovered another pain point in our application process. Please make sure to document it so you can make it better when you join. In the meantime, please email your work sample to Eunice at Eunice.Peck-Goh@montgomerycountymd.gov.

How do the minimum qualifications work and what is a PMDAIII?

Welcome to government! A PMDAIII is an acronym. PMDAIII is short for Performance Management and Data Analyst III – the [job classification](#) under which this role currently falls. If it adds value, we'll likely 're-classify' this job soon so the job classification better fits the role. Until then, the job class determines the mandatory (aka we could not change) 'minimum qualifications' listed for this

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role. We suggest focusing on ‘who we are looking for’ and ‘preferred criteria’ to see if you who we’ve been looking for.

For education, the computer reading your application will understand ‘related fields’ to include but not limit to: Anthropology, Behavioral Science, Sociology, Design Strategy and Research, Public Administration, Systems Thinking, Human Centered Design, User Experience Design, Social Design, Design Leadership, Decision Science, Social Psychology, Social Work, Computer Science, Operations Research, Business Administration, Economics, Public Policy, Management, Finance, Statistics, Engineering, Applied Mathematics, Mathematics, Social Studies, Fine Arts, Engineering, Science, Philosophy, Community Organizing, Interaction Design.

For experience, we’re looking for someone mid-career or transitioning to mid-career. If you’re just graduating from school, we’ll be posting another position via Lead 4 America soon that might be suitable for you. Make sure you sign up at <https://www.montgomerycountymd.gov/innovation/get-news.html> to get notifications of new postings (plus fun events to get a feel for our community).

Can I work remotely?

Yes and...while we welcome remote work, the County government is remote friendly, not remote first.

The County is currently revising its telework policy. The current draft asks that employees be available for on-site meetings at least once every two weeks. While we offer generous commuting benefits, we cannot cover the cost of travel – so if you live in Tennessee, the cost of the train/flight/drive up will be your responsibility. During the pandemic, you will be working remotely, although some design research might benefit from being on-site (e.g. how might we better design the vaccination process to build trust and show care?).

Also, we’re opening a fun innovation space in a historic¹ courthouse in downtown Rockville (right off the Red Line, a fast and easy commute from DC). We can also

¹ The same courthouse where future Supreme Court Justice Thurgood Marshall made the case for equal pay for Black teachers.

set you up to work alongside your colleagues everywhere from the beautiful Silver Spring Civic Center to National Geographic's former headquarters (now the home of the transportation team).

What about the benefits?

Montgomery County government offers [very generous benefits you can learn about online](#) – from free bus transit anywhere in the County, Capital Bike Share discounts, and MetroCard support for those who choose not to drive, to tuition assistance, wellness programs, robust health insurance, and retirement plans.

What support will I have?

You have the full support of executive leadership, starting with the County Executive. Your colleagues throughout government are ready for you. Outside of our organization, we'll connect you to the Chief Innovator's network, Bloomberg Philanthropy i-teams, and government design studios around the world. If you've never worked in local government before, you'll quickly find governments, philanthropy, and private sector design teams are ready to share, collaborate, and help you succeed.